

Quality of Services Review Supplemental Guide

The Missouri Quality Outcomes, CMS guidelines and Code of State Regulations (CSR) are the basis for the Quality Review guide. The guide serves as a tool to obtain input from individuals receiving DMH-DD waiver services. Individuals with disabilities want to have productive and meaningful lives and be full members of their communities like any other citizen.

The QE Review process allows us to spend time with an individual to observe various activities during their day. The time spent with the individual gives us a snapshot of the types of activities s/he is involved in and the opportunity to compare these as they relate to the CMS guidelines, Code of State Regulations and Missouri Division of Developmental Disabilities Quality Outcomes,. This process is designed to:

1. Provide an opportunity to assess the quality of support services the person is receiving.
2. Offer a way of gathering information through observations, record review, and interviews with individuals receiving services, guardians, their families and support staff on the quality of supports.
3. Identify support services strengths, as well as areas in need of enhancement. This information can then be utilized in quality improvement planning and person centered planning to enhance the quality of life for the person supported.
4. Develop training and technical assistance resources, ensuring continued efforts in supporting persons with disabilities to have improved quality of life.

SURVEY PROCESS

The visit will be completed with individuals receiving services that are funded through the Medicaid Waiver; FY16 will focus on individuals receiving residential Comprehensive waiver services.

There are three sections to this tool;

Section I: “Demographics” is to be completed by the reviewer. The information obtained in this section is important to the process. The information assists to identify the characteristics of the participants as well as assist the reviewer with identifying an individual’s ability to achieve defined quality of life outcomes.

Section II: “Outcomes” are broken down into 8 sections and each section outlines a specific Missouri Quality Outcome. “Outcomes” are to be completed by the reviewer through observation which, if possible, should take place while the individual is receiving services. Observation notes should only include what was actually observed and be factual.

Within each of the eight outcomes there is a *Summary of Outcome/Evidence to Support Conclusion* to document positive findings as well as any issues/concerns identified. Issues will be referred to the appropriate entities. The reviewer will follow-up on the *Findings Requiring Immediate Action* and *Findings Which the Team Must Respond* to ensure each one has been addressed. **If immediate concerns are noted related to individual health or safety, the Service Coordinator and applicable Regional Office should be immediately notified by the reviewer.**

Note: All questions may not be applicable toward all services provided.

Section III: Individual General Comments (including feedback about the survey process)

Section IV: Reviewer Comments

Note: QE Post Survey <http://moteam.state.mo.us/dmh/DD/StateQualityEnhancementTeam/Lists/QE%20REVIEW%20Tracker%202015%20DRAFT/AllItems.aspx>

Section I Demographics (CIMOR Face Sheet and EOC Summary)

CIMOR Reports --> DD Providers --> Consumer Face Sheet EOC Summary

Individual Name:	Survey Date:	Reviewer Name:
1. TCM Entity:		
2. What form(s) of communication does the individual use (check all that apply)? Verbal <input type="checkbox"/> Written <input type="checkbox"/> use pictures <input type="checkbox"/> sign language/gestures <input type="checkbox"/> adaptive equipment <input type="checkbox"/> Other (please list) <input type="checkbox"/>		
3. What is/are their preferred method(s)? Verbal <input type="checkbox"/> Written <input type="checkbox"/> use pictures <input type="checkbox"/> sign language/gestures <input type="checkbox"/> adaptive equipment <input type="checkbox"/> Other (please list) <input type="checkbox"/>		
4. Sites Visited:		
5. Persons who provided input:		
6. Prior to the review the following are examined: ISP <input type="checkbox"/> APTS <input type="checkbox"/> EMT <input type="checkbox"/> Nursing Review/HIPS <input type="checkbox"/> Due Process <input type="checkbox"/> Threshold Reports <input type="checkbox"/> Quarterly Summaries <input type="checkbox"/> Log Notes (BRT) <input type="checkbox"/> a. Trends noted from review of documents and data: b. General comments:		

Section II Outcomes

- HCBS Rule
<http://www.medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Long-Term-Services-and-Supports/Home-and-Community-Based-Services/Downloads/Final-Rule-Slides-01292014.pdf>
 - Nature and Quality of Individuals Experiences
 - Access to benefit from community experiences
 - Informed Consent and Choice
- Missouri Quality Outcomes <http://dmh.mo.gov/docs/dd/QualityoutMan.pdf>
 - People Participate in Meaningful Daily Activities of Their Choice
 - People Live in Communities They Choose, With Whom They Choose and in Homes and Environments Designed to Meet Their Needs
 - People Are Active Members of Their Communities While Determining Valued Roles and Relationships through Self-Determination
 - People Are Able to Choose Health/Mental Health Resources and Are Supported in Making Informed Decisions regarding their Health and Well-Being
 - People are Educated and Knowledgeable of Their Rights and Use Strategies/ Practices to Promote their Safety and Security
 - People Have Opportunities to Advocate for Themselves, Others and Causes they Believe In, including personal goals and dreams
 - Families are provided with knowledge that empowers them to facilitate opportunities for the individual's self-determination throughout the course of his or her life
- National Core Indicators <http://www.nationalcoreindicators.org/indicators/>
 - Employment, choice, relationships, case management, inclusion, health
- 9 CSR 45-5.010 Certification of Medicaid Agencies Serving Persons with Developmental Disabilities ([Chapter 5](#))
 - Community Membership
 - Self Determination
 - Rights
 - Meeting Basic Needs
- Division priorities <http://dmh.mo.gov/dd/>
 - fostering self-determination
 - supporting families
 - facilitating individualized services and supports
 - promoting employment first
 - developing accessible housing



Outcome #1 Social and Spiritual: People are active participants/members of their community while determining valued roles through self-determination.

- **CMS: The setting is integrated in and supports full access to the greater community. It includes:**
 - opportunity to seek employment and work in integrated community
 - settings engaging in community life
 - control personal resources
 - receive services in the community to the same degree of access as people not receiving Medicaid services

NCI Instrument Sections: I and II

Resources: self-determination and supporting families; A Guide for Individuals with Developmental Disabilities to Understanding Rights and Responsibilities; Individual Rights of Persons Receiving Services

Observation:

1. The individual visits and shops at local retail and / or grocery stores
 - a. Receipts
 - b. Shopping bags
 - c. Shopping list
2. Roles
 - a. Involvement/member community organizations/employee/student (social roles)
 - b. Family (sibling, daughter/son, aunt, uncle, cousin, etc.)
3. Documentation of activities involved in
4. Activity calendar
5. Certificates / trophies / medals
6. Involvement in cultural activities (traditions, rituals, language, music, religion)
7. Pay check stubs
8. Appointment scheduled before or after work/volunteer hours
9. During general conversation what is the person's demeanor and facial expressions when discussing work/volunteering?
10. Are public transportation schedules and telephone numbers posted in a convenient location?
11. Are there bus stops or taxis available? If not, are other resources provided?
12. Is a vehicle/accessible van available to transport to appointments and shopping?
13. Is training in the use of public transportation offered?

Staff:

1. How does the staff get individuals involved in their neighborhood?
2. How does staff get individuals actively involved in activities?
3. How does the staff support individuals to be involved in their community?
4. How does staff think the person is perceived in the community?
5. What does the individual enjoy most about the local stores?
6. Are staff aware of the individual's interests?

Summary of Outcome 1/ Evidence to Support Conclusion (How was it determined the outcome is or is not present?):

Positive Findings:

Findings requiring immediate notification (please number each finding):

Findings to which the team must respond (please number each finding):

Additional comments/enhancements for consideration (please number each finding):



Outcome #2 Daily Life: People participate in meaningful daily activities of their choice.

- **CMS: The setting optimizes autonomy and independence in making life choices including but not limited to:**
 - daily activities
 - physical environment
 - with whom to interact
- **The setting facilitates choice regarding services and who provides them**

NCI Instrument Sections: Background, I and II

Resources: [A Guide for Individuals with Developmental Disabilities to Understanding Rights and Responsibilities](#); [Finding a Residential Provider that is Right for YouPDF Document](#); [Individual Rights of Persons Receiving Services](#)

Observation:

1. What choices/decisions did the individual make during the visit?
2. What opportunities did staff provide for the individual to make choices/decisions?
3. Activities calendar
4. Documentation
5. Pictures

Staff:

1. How does the individual determine / prioritize daily activities to ensure all individuals choices are listened to and respected?

Summary of Outcome 2/ Evidence to Support Conclusion (How was it determined the outcome is or is not present?):

Positive Findings:

Findings requiring immediate notification (please number each finding):

Findings to which the team must respond (please number each finding):

Additional comments/enhancements for consideration (please number each finding):



Outcome #3 Healthy Living: People are able to access health/mental health resources of their choice and are supported to make informed decisions regarding their health and well-being.

NCI Instrument Sections: Background, I and II

Resources: [Advanced Directive / DNR Information Packet \(http://dmh.mo.gov/docs/dd/directives/3080overview.pdf; http://dmh.mo.gov/docs/dd/directives/3080info.pdf\)](#); [A Guide to Understanding MoHealthNet Services](#); [A Guide for Individuals with Developmental Disabilities to Understanding Rights and Responsibilities](#); [Individual Rights of Persons Receiving Services](#); [Diet and Exercise \(http://www.health.gov/our-work/\)](#)

Observation:

1. Regular medical appointments (calendar)
2. Awareness of lab results / follow up on labs
3. Individual took medication during the visit
4. Self-administration
5. What did the person have for meals and snacks?
6. Menus
7. Documentation
8. Visible food
9. Appearance of individual
10. Physical activity during visit (staff exercising with person)
11. Exercise equipment
12. Calendar / schedule
13. Trophies

14. Membership cards
15. Pictures
16. Pain: How is the individual moving around? Facial expressions indicating pain? Took pain medication during visit.

Staff:

1. How does staff determine when someone needs to see the doctor and/or needs emergency medical treatment?
2. How does staff handle the situation when the doctor speaks to staff instead of the individual regarding health care?
3. What is the follow up from physicians consults, i.e., labs, return visits, blood work, diagnostic tests, etc.)?
4. How is staff involved in supporting individuals who have a diet?
5. How does staff recognize an individual is in pain?

Summary of Outcome 3/ Evidence to Support Conclusion (How was it determined the outcome is or is not present?):

Positive Findings:

Findings requiring immediate notification (please number each finding):

Findings to which the team must respond (please number each finding):

Additional comments/enhancements for consideration (please number each finding):



Outcome #4 Safety & Security: People are educated and knowledgeable of their rights and exercise practices to promote and ensure their safety and security.

- **CMS: The setting ensures individual rights of privacy, dignity and respect, and freedom from coercion and restraint.**
 - The individual has a lease or other legally enforceable agreement providing similar protections.
 - The individual has privacy in his/her unit.
 - Individuals have the freedom to furnish and decorate their sleeping or living units within their lease or other agreements.

NCI Instrument Sections: Background, I and II

Resources: [A Guide for Individuals with Developmental Disabilities to Understanding Rights and Responsibilities](#); [“It’s My Home!”: A Guide for Individuals and Families to Understand the Division of Developmental Disabilities Housing Initiative](#); [Say "NO" to Abuse and Neglect: A Guide for Individuals with Developmental Disabilities to Help Prevent Abuse and Neglect](#) <http://dmh.mo.gov/docs/dd/anpreventionbooklet2.pdf>; [Individual Rights of Persons Receiving Services](#)

Observation:

1. If the individual needs assistance with grooming, groomed as desired?
2. Are nails trimmed and clean?
3. Is the individual dressed in clothes that fit, are clean and are appropriate for the time of day, weather, and preference?
4. Interaction and conversation between the individual and staff.
 - a. Do individuals greet and chat with staff?
 - b. Do staff converse while providing assistance and during the regular course of daily activities?
 - c. Does staff talk to other staff about individuals as if they were not present?
 - d. Does staff address individuals in the manner in which the person would like to be addressed (not “hon” or “sweetie”)?
5. Person exerts his/her rights during the visit.
6. Have a copy of rights brochure.
7. Abuse and neglect: If an incident was reported did that person help you?
8. Rules are posted.
9. Privacy
 - a. Can the individual close and lock the bedroom door?

- b. Can the individual close and lock the bathroom door?
- c. Do staff and other residents always knock and receive permission prior to entering a bedroom or bathroom?
- d. Are cameras present in the setting?
- e. Is the technology device in a location that has space around it to ensure privacy?
- 10. Do individuals' rooms have a telephone jack, Wi-Fi or Ethernet jack?
- 11. Is health information kept private?
- 12. Are health appointments posted in a general open area?
- 13. Written material utilized by the individual.
- 14. ISP budget: needs are being met based on services received

Staff:

- 1. What would the staff do if an individual who was being supported was not being treated with dignity and respect?
- 2. What does staff do if the individual encountered someone who was speaking to the person in a disrespectful manner?
- 3. What does staff know about individual rights?
- 4. Staff described rules staff have to follow when supporting individuals?
- 5. Does staff have policies and procedures they have to follow for individuals?

Summary of Outcome 4/ Evidence to Support Conclusion (How was it determined the outcome is or is not present?):

Positive Findings:

Findings requiring immediate notification (please number each finding):

Findings to which the team must respond (please number each finding):

Additional comments/enhancements for consideration (please number each finding):



Outcome #5 Citizenship & Advocacy: People Have Opportunities to Advocate for Themselves, Others and Causes They Believe In, including Personal Goals and Dreams

CMS: Individuals have the freedom and support to control their own schedule and activities and have access to food at any time.

NCI Instrument Sections: I and II

Resources: [self-determination and supporting families; Protection and Advocacy for Individuals with Developmental Disabilities](http://www.moadvocacy.org/Priorities.htm) (<http://www.moadvocacy.org/Priorities.htm>); [Voter Registration](http://www.sos.mo.gov/elections/goVoteMissouri/print.aspx) (<http://www.sos.mo.gov/elections/goVoteMissouri/print.aspx>); [A Guide for Individuals with Developmental Disabilities to Understanding Rights and Responsibilities; Say "NO" to Abuse and Neglect: A Guide for Individuals with Developmental Disabilities to Help Prevent Abuse and Neglect](http://dmh.mo.gov/docs/dd/anpreventionbooklet2.pdf) <http://dmh.mo.gov/docs/dd/anpreventionbooklet2.pdf>; **4.200- Human Rights Committee; Individual Rights of Persons Receiving Services; Self-Advocacy Groups by RegionPDF Document**; Self-determination and Self-Advocacy trainings by Advocacy Specialists (<http://dmh.mo.gov/dd/advocacyspecialists.html>); [Self-Advocacy Guides and Publications](#)

Observation:

- 1. Calendar
- 2. Daily activities
- 3. Certificates / trophies / collections / pictures
- 4. Lifebooks <http://mo-sda.org/lifebooks>
- 5. Dining area affords dignity to the diners (individuals are not required to wear bibs or use disposable cutlery, plates and cups).
- 6. Individuals are not required to sit at an assigned seat in a dining area.
- 7. Individual converses with others during meal times.
- 8. Individual may request a different meal if desired.
- 9. Snacks are available anytime.
- 10. Individual may eat anywhere, even privately, if so desired.

11. Due Process document
12. Brochures
13. Locks
14. Complaints
 - a. Is the individual comfortable discussing concerns?
 - b. Is the individual aware of the process for making an anonymous complaint?
 - c. Did the individual know the person to contact?
 - d. Can s/he file an anonymous complaint?
15. Interaction between staff and individual
16. Staff understands individual's form of communication and a response is received.
17. Information about filing a complaint is posted in an obvious location and in an understandable format.
18. The individual can see family and friends when s/he wants to; visit people who are important to them.
19. The individual can watch TV when s/he wants to.
20. The individual has a choice of what to do during his/her free time.
21. The individual is satisfied with how s/he spends free time.
22. Who decides the individual's daily schedule (when to get up, when to eat, when to sleep)?

Staff:

1. How do staff help dreams / goals become a reality?
2. What are some ways in which staff has had to advocate for individuals?
3. Are staff aware of individuals participating in a self-advocacy group?
4. Are individuals an active participant in the development of their individualized support plan?
5. Are individuals able to access food at any time?
6. When there is a rights restriction, does the individual and staff understand why it is in place?

Summary of Outcome 5/ Evidence to Support Conclusion (How was it determined the outcome is or is not present?):

Positive Findings:

Findings requiring immediate notification (please number each finding):

Findings to which the team must respond (please number each finding):

Additional comments/enhancements for consideration (please number each finding):



Outcome #6 Community Living: People live in communities they choose, with whom they choose and in homes and environments designed to meet their needs.

- **CMS:**
 - The individual can have visitors of his/her choosing at any time
 - The setting is physically accessible to the individual
 - The setting is selected by the individual from among setting options including (are identified and documented in the person centered service plan):
 - Non-disability specific settings
 - Option for a private unit in a residential setting
 - Based on the individual's needs and preferences and for residential settings resources available for room and board

NCI Instrument Sections: Background, I and II

Resources: [A Guide for Individuals with Developmental Disabilities to Understanding Rights and Responsibilities](#); ["It's My Home!": A Guide for Individuals and Families to Understand the Division of Developmental Disabilities Housing Initiative](#); [Individual Rights of Persons Receiving Services](#); Assistive Technology <http://at.mo.gov/>; Local Community Resources

Observation:

1. Are there gates, Velcro strips, locked doors or other barriers preventing access to certain areas?
2. Is the individual able to access the same areas as others, i.e., pool or gym?

3. Is the setting physically accessible?
4. Are appropriate supports provided (grab bars, ramps, exits)?
5. Are appliances accessible?
6. Are tables and chairs at a convenient height and location so the individual can access and use comfortably?
7. Does the individual have full access throughout the home?
8. Are visiting hours posted?
9. Is there evidence visitors have been present at regular frequencies?
10. Are there restricted visitor's meeting areas?
11. Is the furniture arranged to his/her preference and to assure privacy and comfort?
12. Do the furniture, linens, household items and living areas reflect the individual's interests and hobbies?
13. Is furniture arranged to support small group conversations?
14. Are personal items (pictures, books, and memorabilia) present?
15. Pet in the home / rules about no pets posted?
16. Individual talks about roommates in a positive manner?
17. Individual expresses a desire to remain in a room with roommate?
18. Individual is aware of how to request a roommate change.
19. Safety
 - a. Body language
 - b. Interaction with others
 - c. Moving about home freely
 - d. Walking around neighborhood freely
 - e. Activities in town
20. Individual fixed something during visit (changed a light bulb, put a battery in smoke detector, etc.) / tools available?
21. Does the individual receive services in the same area as individuals not receiving services?
22. Is the setting in the community among other private residences and retail businesses?
23. Do individuals on the street greet/acknowledge the individual?

Staff:

1. How does staff help support individuals with developing relationships (for example, getting to know neighbors, connecting with people in the community, etc)?

Summary of Outcome 6/ Evidence to Support Conclusion (How was it determined the outcome is or is not present?):

Positive Findings:

Findings requiring immediate notification (please number each finding):

Findings to which the team must respond (please number each finding):

Additional comments/enhancements for consideration (please number each finding):



Outcome #7 Supports to Families: Families are Provided With Knowledge That Empowers Them to Facilitate Opportunities for the Individual's Self-Determination Throughout the Course of His or Her Life.

NCI Instrument Questions: N/A

Resources: self-determination and supporting families; A Guide for Individuals with Developmental Disabilities to Understanding Rights and Responsibilities; Individual Rights of Persons Receiving Services

Observation:

1. Pictures
2. Phone calls
3. Emails
4. Roles of individual (sibling, daughter/son, aunt, uncle, cousin, employee, student, etc.)

Staff: -----

Family caregivers:

1. Has care giving had an effect on caregiver's health?

2. Does caregiver feel stressed and/or overwhelmed?
3. Has care giving had an effect caregiver's employment?
4. Are there certain skills/knowledge/abilities the caregiver would like to obtain? If so, what?
5. Are there back up supports in case the caregiver is unable to provide the care (ex. vacation, family emergency)?
6. Are their additional services or supports which would be helpful to the caregiver? If so, what?
Summary of Outcome 7/ Evidence to Support Conclusion (How was it determined the outcome is or is not present?):
Positive Findings:
Findings requiring immediate notification (please number each finding):
Findings to which the team must respond (please number each finding):
Additional comments/enhancements for consideration (please number each finding):

#8 Service Plan

CMS:

- **The services authorized in the individual's plan are based upon assessed need (evidence of a current assessment) and individual choice and that the services provided to the individual have met the identified need for the individual. This should be based upon documentation in the plan as well as per conversation with the individual. For example are the current services provided consistent with what the individual has identified as needed**
 - Developed through a person-centered planning process directed by the individual and may include a representative that the individual has freely chosen and others chosen by the individual to contribute to the process
 - Person-centered service plan will assist the individual in achieving personally defined outcomes in the most integrated community setting, ensure delivery of services in a manner that reflects personal preferences and choices, and contribute to the assurance of health and welfare
 - Minimum requirements for person-centered plans
 - Addresses health and long-term services and support needs in a manner that reflects individual preferences and goals
 - Individually identified goals and preferences including those related to:
 - Community participation
 - Employment
 - Income and savings
 - Health care and wellness
 - Education
 - Others
 - Reflect the services and supports (paid and unpaid) and who provides them
 - Whether an individual chooses to self-direct services

NCI Instrument Sections: Background, I and II

Resources: [Individual Support Plan Family Guide JULY 2014PDF Document](#) ; [Individual Rights of Persons Receiving Services; Your right to appeal ...](#) ; [Self-Directed Support Brochure](#) ; [SDS](#) <http://dmh.mo.gov/dd/progs/selfdirect.html>

Observation:

1. Has the individual worked on any meaningful personal goals / dreams?
2. Is it evident of what is important to the person is reflected in the ISP?
3. Does the individual feel the current person-centered plan is accurate?
4. Are the services described in the plan meeting the person's needs?

Are the individual's preferences in the following areas of the plan?

- a. Health care and wellness
- b. Support needs
- c. Community participation
- d. Employment

e. Income and savings
f. Education
g. Self-directed services
h. Meaningful goals
i. Likes/dislikes
j. BSP
k. Other
Staff: -----
Summary of Outcome 8/ Evidence to Support Conclusion (How was it determined the outcome is or is not present?):
Positive Findings:
Findings requiring immediate notification (please number each finding):
Findings to which the team must respond (please number each finding):
Additional comments/enhancements for consideration (please number each finding):

Section III: Individual General Comments (including feedback about the survey process)

General Comments:

Section IV: Reviewer Comments

General Comments:

MO Division of Developmental Disabilities Publications for Resources: <http://dmh.mo.gov/dd/manuals/>

Quality of Services Review

Outcome #1 Social and Spiritual: People are active participants/members of their community while determining valued roles through self-determination.

- **CMS: The setting is integrated in and supports full access to the greater community. It includes:**
 - opportunity to seek employment and work in integrated community
 - settings engaging in community life
 - control personal resources
 - receive services in the community to the same degree of access as person's not receiving Medicaid services

1. Shopping at local retail and/or grocery stores	6. Work and/or volunteer (choice; how long; enjoy it)
2. Attend or not attend religious / spiritual services	7. Would the individual like to work?
3. Neighborhood involvement	8. Available transportation
4. Daily activities including evening hours	9. Anything individual wants to do outside his/her home
5. Community involvement	

Outcome #2 Daily Life: People participate in meaningful daily activities of their choice.

- **CMS: The setting optimizes autonomy and independence in making life choices including but not limited to:**
 - daily activities
 - physical environment
 - with whom to interact
 - **The setting facilitates choice regarding services and who provides them**

1. Provider, services and supports choice (process for new provider, aware of other providers; informed choice)	2. Develop/participate in planning & scheduling of daily activities
3. Staff selection (choice, making changes)	4. Empowered to make choices and decisions
5. Satisfied with services (aware of how to change services)	6. Family activities participation

Outcome #3 Healthy Living: People are able to access health/mental health resources of their choice and are supported to make informed decisions regarding their health and well-being.

1. Health care needs met	2. Healthcare provider discusses preventive measures (choice)
3. Choose his/her doctor	4. Physical activity participation and choice
5. Able to see his/her doctor when s/he feels the need to	6. Access to important past family medical information
7. Individual doctor talks to <u>the individual</u>	8. Sleep without noises or other disturbances
9. Take medications and knows why & side effects	10. Individual appear to be in pain
11. Specific diet recommended by healthcare provider (food choices; agree with diet)	12. How satisfied is the individual with his/her life today

Outcome #4 Safety & Security: People are educated and knowledgeable of their rights and exercise practices to promote and ensure their safety and security.

- **CMS: The setting ensures individual rights of privacy, dignity and respect, and freedom from coercion and restraint.**
 - The individual has a lease or other legally enforceable agreement providing similar protections.
 - The individual has privacy in their unit including:
 - Individuals have the freedom to furnish and decorate their sleeping or living units within their lease or other agreements

1. Treated with dignity and respect; if not who is contacted	2. Privacy / place to go when s/he would like to be by self
3. Staff make the individual feel good about self	4. Phone/computer for private communication at any time
5. Know his/her rights (exercising them; responsibilities; who to contact if abused, neglected or property stolen)	6. Communicate freely (phone, mail, visitors, friends, tell others his/her opinion)
7. Staff speak positively when talking to others	8. Shared personal information without permission
9. Does staff listen carefully to the individual	10. Assistance provided in private when needed
11. Choose where s/he lives and with whom	12. Informal communication in understandable language
13. Rules to follow	14. Enough money to meet <u>needs</u>

Outcome #5 Advocacy & Self-Determination: People choose and realize personal goals, exercise rights and have the opportunity to advocate for themselves, others and causes they believe in.

CMS: Individuals have the freedom and support to control their own schedule and activities and have access to food at any time

1. Advocacy groups participation	2. Any rights restrictions (do not agree = external advocate)
3. Participation in the development of plan	4. Comfortable discussing concerns (complaint process)
5. Can the individual eat anytime and anywhere	6. Ever felt unsafe or disrespected by anyone involved with services
7. Working on any personal goals / dreams	8. Control over his/her daily routine (how spend time)
9. Opportunity to advocate for themselves or others	

Outcome #6 Community Living: People live in communities they choose, with whom they choose and in homes and environments designed to meet their needs.

• **CMS:**

- The individual can have visitors of their choosing at any time
- The setting is physically accessible to the individual
- The setting is selected by the individual from among setting options including (are identified and documented in the person centered service plan):
 - Non-disability specific settings
 - Option for a private unit in a residential setting
 - Based on the individual's needs and preferences and for residential settings resources available for room and board

1. Able to get around all areas of home easily	2. Feel safe with the neighbors when going out
3. Have friends that are not staff (visiting hours; invite to party)	4. Feel safe when in town
5. Choice of decorations and furniture arrangement	6. Know what to do to move (rights)
7. Opportunity to own a pet if wanted one	8. Help fix things in the home
9. Chose where s/he wanted to live; look at >1 place; like it	10. Like to own his/her own home
11. Chose roommate(s); likes them; how to change	12. Staff support individuals in developing relationships
13. Feel safe in his/her home; who to contact if not	14. Living arrangement a part of the community

Outcome #7 Family Support: Families are educated and knowledgeable to facilitate opportunities for self -determination in all facets of life for their family member.

1. Spend time with family and how (visits; satisfied)	2. Receive correspondence from friends/family members
3. Supported in visiting friends (satisfied; close relationships)	4. Someone to confide in (problems)
5. Eat at restaurants with friends and/or family members	
Family caregivers:	
7. Care giving effect caregiver's health	8. Certain skills/knowledge/abilities like to obtain
9. Caregiver feel stressed and/or overwhelmed	10. Back up supports (ex. vacation, family emergency)
11. Effect caregiver's employment	12. Additional services/supports which would be helpful

#8 Service Plan

CMS: The services authorized in the individual's plan are based upon assessed need and individual choice.

1. Copy of his/her plan	2. Supports and services being provided as wanted
3. Choose who attends the planning meeting & when/where	4. Aware of the process for scheduling a plan meeting
5. Feel plan is meeting needs (achieve; change)	6. Aware of the process to develop and update plan
7. Feel plan is helping to reach dreams and goals	

Additional Comments/Concerns from the Individual: _____